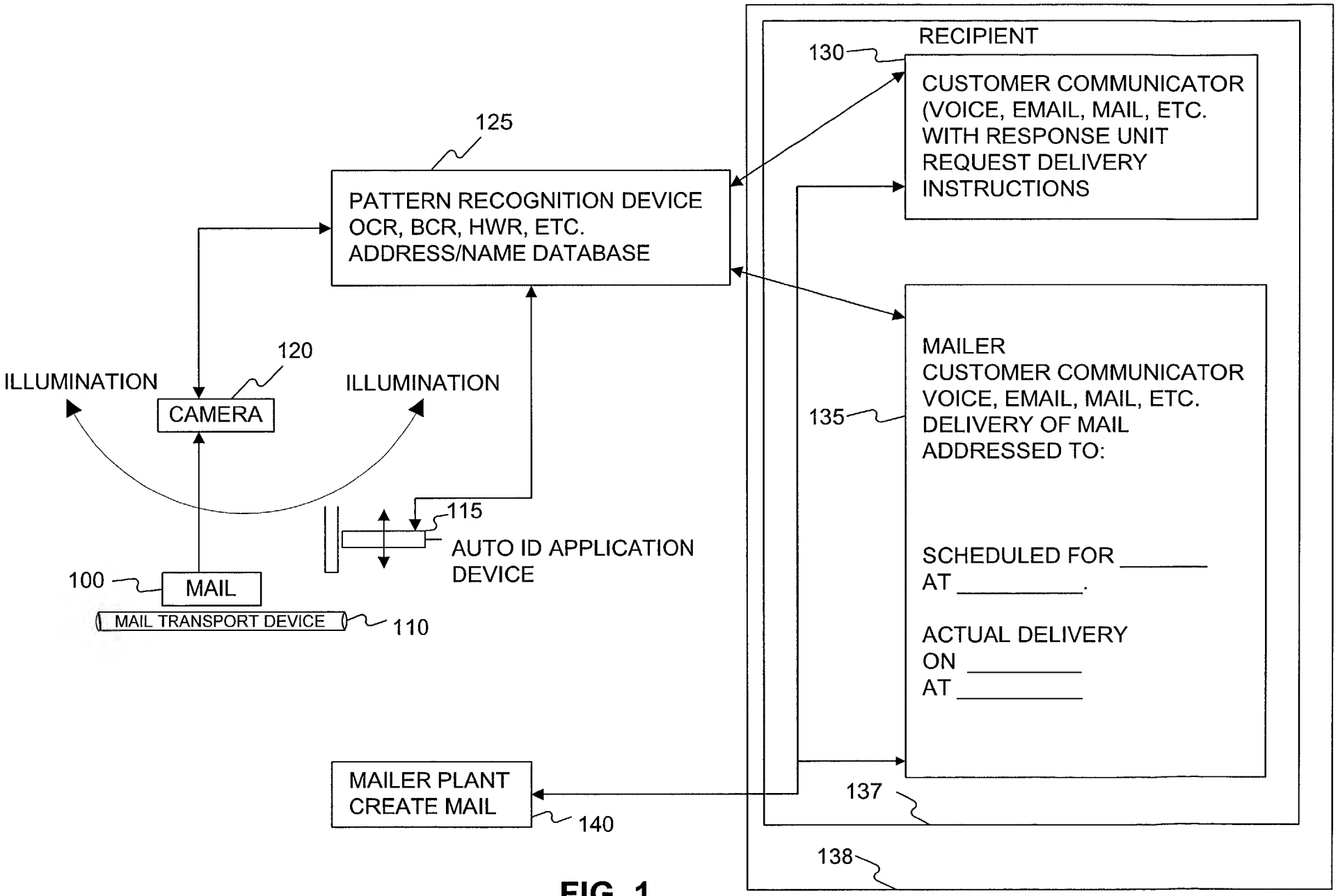
RECIPIENT
130
CUSTOMER COMMUNICATOR
(VOICE, EMAIL, MAIL, ETC.
WITH RESPONSE UNIT
REQUEST DELIVERY
INSTRUCTIONS
125
PATTERN RECOGNITION DEVICE
OCR, BCR, HWR, ETC.
ADDRESS/NAME DATABASE
120
ILLUMINATION
ILLUMINATION
CAMERA
MAILER
CUSTOMER COMMUNICATOR
VOICE, EMAIL, MAIL, ETC.
DELIVERY OF MAIL
ADDRESSED TO:
135
SCHEDULED FOR _____
AT _____.
ACTUAL DELIVERY
ON _____
AT _____
115
AUTO ID APPLICATION
DEVICE
100
MAIL
MAIL TRANSPORT DEVICE
110
MAILER PLANT
CREATE MAIL
140
137
138

FIG. 1

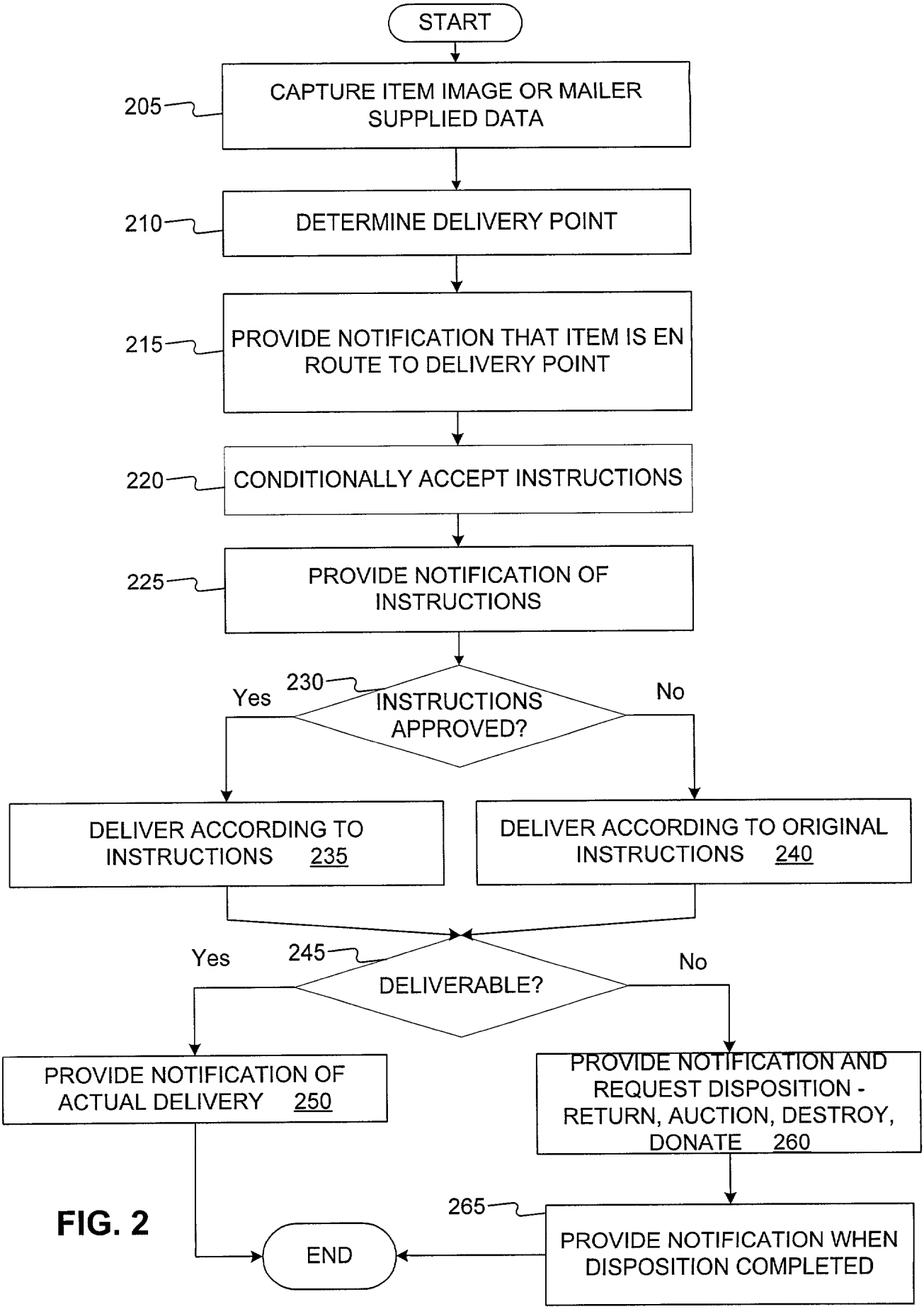
START
205
CAPTURE ITEM IMAGE OR MAILER SUPPLIED DATA
210
DETERMINE DELIVERY POINT
215
PROVIDE NOTIFICATION THAT ITEM IS EN ROUTE TO DELIVERY POINT
220
CONDITIONALLY ACCEPT INSTRUCTIONS
225
PROVIDE NOTIFICATION OF INSTRUCTIONS
230
INSTRUCTIONS APPROVED?
Yes
No
DELIVER ACCORDING TO INSTRUCTIONS 235
DELIVER ACCORDING TO ORIGINAL INSTRUCTIONS 240
245
DELIVERABLE?
Yes
No
PROVIDE NOTIFICATION OF ACTUAL DELIVERY 250
PROVIDE NOTIFICATION AND REQUEST DISPOSITION - RETURN, AUCTION, DESTROY, DONATE 260
265
PROVIDE NOTIFICATION WHEN DISPOSITION COMPLETED
END

FIG. 2